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# State of Maine Public Drinking Water Commission 2013 Annual Report

Maine Department of Health and Human Services

Maine Center for Disease Control and Prevention

Maine Public Drinking Water Commission

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**STATE OF MAINE  
PUBLIC DRINKING WATER COMMISSION**



**2013 ANNUAL REPORT  
YEAR ENDING JUNE 30, 2013**

# **Annual Report of the Maine Public Drinking Water Commission**

for the period ending  
June 30, 2013

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## **Introduction**

The Annual Report of the Maine Public Drinking Water Commission (MPDWC) has been prepared for the Commissioner of the Department of Health and Human Services pursuant to Title 22 MRSA Section 2660-C 4<sup>th</sup>. The purpose of the report is to provide the Commissioner with an understanding of the issues the MPDWC and the Maine CDC's Drinking Water Program (DWP) have dealt with during the last year and to outline the goals and work for the upcoming year. This report contains information about the DWP and its operations, with reports from the DWP Director and the Compliance and Enforcement, Field Inspection, Water Resources and Information Management Teams, as well as the Laboratory Certification Program. Background information about the regulated water systems is also provided, along with the current fee structure in place and an explanation of the Drinking Water State Revolving Fund. Copies of this Annual Report are also submitted to the members of the Health and Human Services Committee of the Maine Legislature.

## **Enabling Legislation**

Legislation relating to the MPDWC is found in Title 22 MRSA § 2660-B et seq. The statutes were first established in 1993(c.410) and have been modified five times since (1995.c.581: 1995.c.21: 1997.c.705: 2001.c.232 and 2003.c.601).

The legislation includes Definitions, Membership Requirements, Chair Responsibilities, Duties, Compensation, an annual work plan submission to the DHHS Commissioner and the Authority to impose an annual public water system (PWS) operation fee.

# Members of the Maine Public Drinking Water Commission

<i><b>Name, Address, E-Mail</b></i>	<i><b>Seat # &amp; Expiration Date</b></i>	<i><b>Statutory Provisions for Seat</b></i>
Roger L. Crouse Director, Drinking Water Program 11 State House, Station Augusta, ME 04333-0011 287-5684 FAX 287-4172 E-mail: <a href="mailto:roger.crouse@maine.gov">roger.crouse@maine.gov</a>	<u><b>Seat 1</b></u>  Until Replaced	Commissioner of Health and Human Services or the Commissioner's designee
Rebecca Laliberte The Meadows PO Box 629 Greene, ME 04236 946-3007 E-mail: <a href="mailto:RLalib3967@aol.com">RLalib3967@aol.com</a>	<u><b>Seat 2</b></u>  August 31, 2015	Represent the water purveying community and be associated with a public water system serving a population of not more than 1,000.
Thomas J. Brennan, C.G., <u><b>Chairperson</b></u> Nestle Waters North America – Poland Springs 123 Preservation Way Poland Spring, Maine 04274 998-6350 ext. 6350 FAX: 998-5181 E-mail: <a href="mailto:thomas.brennan@waters.nestle.com">thomas.brennan@waters.nestle.com</a>	<u><b>Seat 3</b></u>  August 31, 2013	Must represent the drinking water public
Robert N. MacKinnon, Jr. Yarmouth Water District, Superintendent PO Box 419, 14 Smith Street Yarmouth, ME 04096 846-5821 FAX 846-1240 E-mail: <a href="mailto:ywdbob@maine.rr.com">ywdbob@maine.rr.com</a>	<u><b>Seat 4</b></u>  August 31, 2015	Represent the water purveying community and be associated with a public water system serving a population of at least 1001, but not more than 10,000.
Jeffrey D. LaCasse Kennebec Water District, General Manager PO Box 356, 6 Cool St Waterville, Maine 04901 (207) 872-2763, FAX 861-8964 E-mail: <a href="mailto:jlacasse@kennebecwater.org">jlacasse@kennebecwater.org</a>	<u><b>Seat 5</b></u>  August 31, 2015	Represent the water purveying community and be associated with a public water system serving a population greater than 10,000.
Ben C. Worcester, III Smugglers Den Campground PO Box 787 Southwest Harbor, ME 04679-0787 (207)460-9033 E-mail: <a href="mailto:bcw@smugglersdencampground.com">bcw@smugglersdencampground.com</a>	<u><b>Seat 6</b></u>  August 31, 2013	Must be a user of a transient, non-community water system
Harvey A. Chesley, Jr. Pine Tree Camp 25 Hill Crest Drive Clinton, ME 04927 397-2141 FAX 397-5324 E-mail: <a href="mailto:hchesley@pinetreesociety.org">hchesley@pinetreesociety.org</a>	<u><b>Seat 7</b></u>  August 31, 2012	Must be a user of a non-transient, non-community water system
George Dugovic PO Box 603 Alfred, ME 04002 324-0180 E-mail: <a href="mailto:dugovics@roadrunner.com">dugovics@roadrunner.com</a>	<u><b>Seat 8</b></u>  August 31, 2015	Must represent the drinking water public
John Storer Superintendent, Auburn Water District PO Box 414 Auburn, ME 04212-0414 (207) 784-6469, FAX (207)784-6460 E-mail: <a href="mailto:jstorer@awsd.org">jstorer@awsd.org</a>	<u><b>Seat 9</b></u>  August 31, 2013	Must represent the drinking water public

# Drinking Water Program Organizational Chart

## DRINKING WATER PROGRAM, DIVISION OF ENVIRONMENTAL HEALTH, MAINE CDC ORGANIZATIONAL CHART July 15, 2013



## **Performance Review of the Drinking Water Program**

The MPDWC gets regular updates from the DWP, and assesses the performance of this State agency. Despite suspended merit increases, the Director and the staff of the program are performing extremely well, given the ongoing budget and staffing constraints. Regulations and reporting requirements for drinking water systems continue to evolve and increase under the direction of the EPA, and the DWP continues to handle these increased responsibilities, although not without its challenges. In addition, the DWP has done an excellent job continuing to work with the regulated community to creatively navigate challenges in securing federal matching dollars for the State Revolving Fund. Organizational changes made within the program over the past few years continue to improve service to Maine's water systems and allowed greater field work to insure the safety and reliability of our Maine water systems.

## **MPDWC Objectives for the Coming Year**

The MPDWC will continue to support and guide the DWP, as needed, and to continue to prudently oversee the alternative funding mechanism established to fund a portion of the program's budget. However, staffing and funding will continue to be large, and growing, issues for the program. To that, the Commission in the upcoming year will:

- ◆ Continue to support and work for the appropriate funding for the State match of the Drinking Water State Revolving Fund
- ◆ Be a resource and an advocate for the DWP, its director and its staff
- ◆ Develop a series of measures to evaluate the operations and effectiveness of the DWP
- ◆ Using the EPA's State Drinking Water Program's Resource Needs Analysis and Report (to be published in the Fall of 2013), evaluate the staffing levels of the DWP and make recommendations as needed.

## **Acknowledgements**

The MPDWC would like to once again acknowledge the hard work and dedication of all employees of the DWP. There is clearly a culture of Teamwork within the organization that is a testament to the leadership of Roger Crouse, the Director. As water issues continue to escalate nationally, statewide and locally, the stretched staff of this program quietly and efficiently do everything they can to protect the safety and reliability of Maine's almost 1,900 water systems as they *Work Together for Safe Drinking Water*.

## **Alternative Funding Mechanism**

In 1993, the Legislature created legislation enabling the DWP to assess a fee on all public water systems. This fee is deposited in the Public Drinking Water Fund for the purpose of supporting the DWP. The fee, also known as the Alternative Funding Mechanism (AFM), is calculated using a formula with a base rate and a population multiplier.

The AFM pays the costs of five full-time employees. Each year, the MPDWC reviews the formula, the base fee, the per capita fee and the DWP budget to determine if any changes

need to be made to the formula or fee rates. Revenues derived from the collection of these fees are used to retain primacy, or maintaining state control of the DWP, including funding five DWP staff positions.

For all water systems except bottled water and vending machines, the fee is equal to the minimum fee plus the per capita rate, multiplied by the population capacity of the system, minus the exempt population.

A summary of the rate structure for these types of water systems can be found in Table 1 below.

<b>Table 1 – Rate Structure for all Public Water Systems except Bottled Water and Water Vending Machines</b>	
<b>Description</b>	<b>Rate</b>
Per capita rate (above base population)	\$0.45
Base fee	\$50
Base population	100

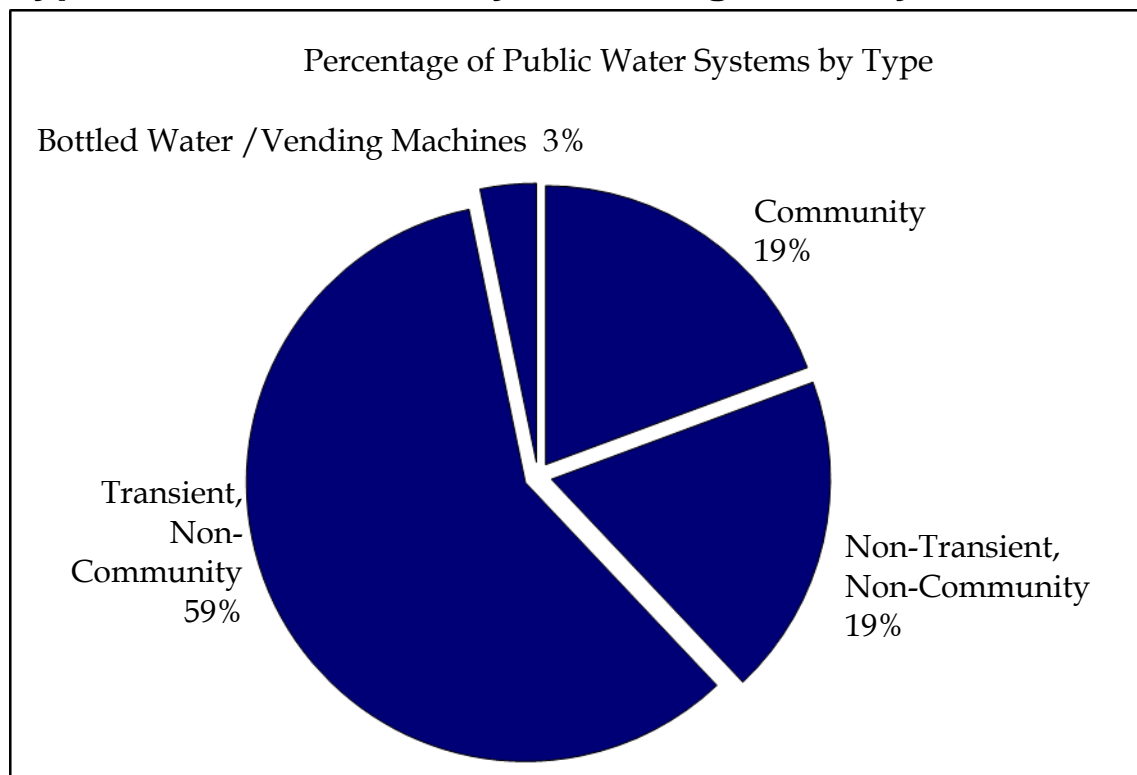
A separate formula and rate structure exists for bottled water facilities and water vending machines. A summary of the rates for these facilities can be found in Table 2 below.

<b>Table 2 – Rate Structure Bottled Water Facilities &amp; Water Vending</b>			
<b>System Type</b>	<b>Description</b>	<b># of Systems</b>	<b>Rate</b>
In-State Small	Small (up to 250,000 gallons)	12	\$75
In-State Medium	Medium (>250,000 to 20 Million gallons)	9	\$225
In-State Large	Large (>20 Million gallons)	6	\$2,900
Water Vending Machine	Per Water Vending Machine	36	Minimum \$50, \$10 per machine up to \$150 maximum

During the May 2, 2012 Commission meeting, the MPDWC voted unanimously not to increase the fees for State Fiscal Year 2013, as projected revenues using the current fee structure should be adequate to cover all costs during the State Fiscal Year 2013.



## Types of Public Water Systems Regulated by the DWP



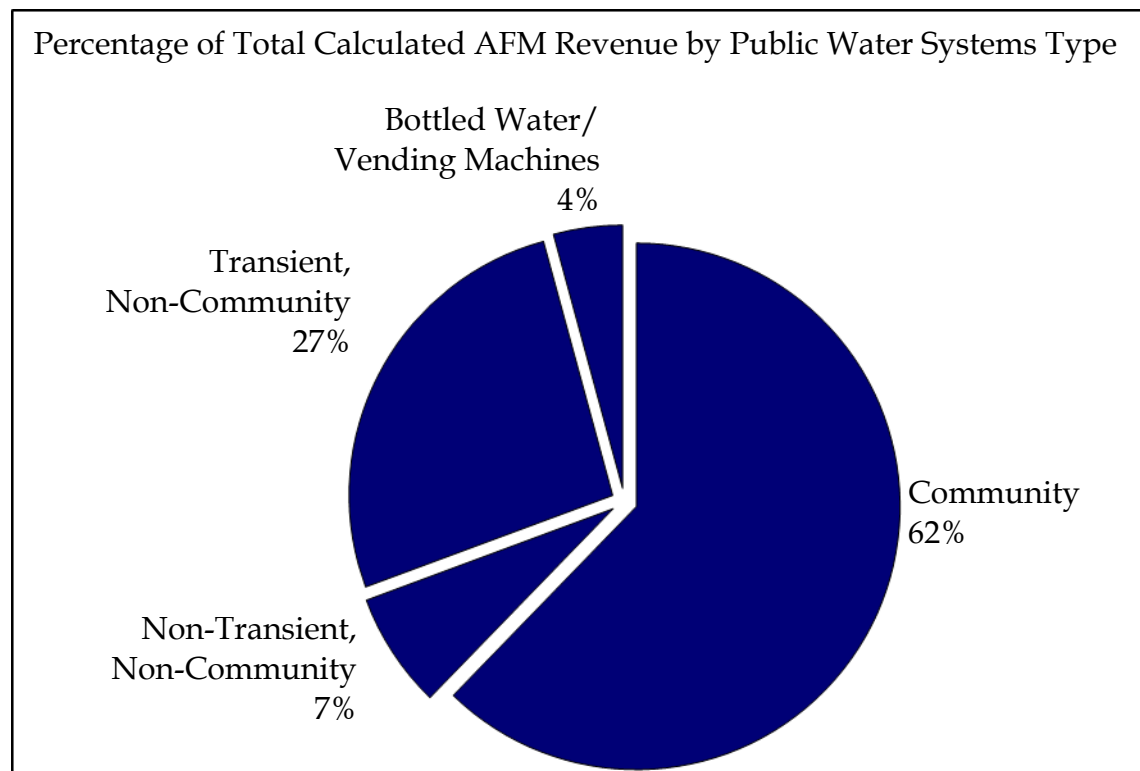
## Fee Billings and Collections

State Fiscal Year 2013

Summary of AFM Fee Billings

Data as of June 2013

Types of PWS	Number of Public Water Systems	% of total Public Water Systems	Population Served	Calculated Revenue	% of Total Calculated Revenue
Community	376	19%	664,778	\$304,178.75	62%
Non-Transient, Non-Community	362	19%	65,022	\$34,670.80	7%
Transient, Non-Community	1,143	59%	182,874	\$98,984.70	27%
Bottled Water / Vending Machines	63	3%	N/A	\$20,675.00	4%
Totals	1,944	100%	912,674	\$458,509.25	100%



## Drinking Water State Revolving Fund

The Drinking Water State Revolving Fund (DWSRF) provides financial assistance to public water systems in Maine for infrastructure improvements. From 1997 through 2013, the DWSRF has provided over \$193 million in loans and grants to public water systems throughout Maine for 263 projects. The investment in State Match during this period was nearly \$30 million.

The annual federal grant has varied from a low of \$7.1 million to a high of \$13.5 million with an average annual grant of \$8.5 million. In 2013 FFY a federal grant of \$8.4 Million (down from \$8.9 million in the previous year) is available on condition that a 20% State Match is provided. A November 2012 referendum vote was approved providing \$3.59 million for two-years of State Match (\$1.795 million per year for the federal Fiscal Years 2012 and 2013 federal grants).

For 2013, the DWP received more than \$27 million worth of requests for funding 34 qualified projects. Only \$13.7 million in funding was available. The following communities will benefit from the FFY 2013 DWSRF: Bangor, Brewer, Dixfield, Gardiner, Gray, Hampden, Kennebunk, Kennebunkport, Wells, Old Town, Eastport, Portland, Westbrook, South Portland, Presque Isle, Southwest Harbor, and Van Buren. Of the 19 approved projects, 3 projects (*or 21% of the total funds*) involved water treatment improvements, 6 projects (*or 21% of the total funds*) involved storage or pumping improvements, and 10 projects (*or 58% of total funds*) involved aging water main replacement projects.

In addition to funding construction projects, the DWSRF also funds many other activities approved by the U.S. Environmental Protection Agency including well head protection

grants, technical assistance providers, operator training, land acquisition loans, source water protection resources, and 17 staff positions at the DWP.

Providing a stable funding source significantly benefits the drinking water industry in Maine by reducing the annual uncertainty regarding the timing of when the money will be available as well as reducing the time and effort associated with advocacy.

Other efforts DWSRF Staff have been involved with in Administering the DWSRF Program include:

### **2011 EPA Needs Survey**

Maine's DWSRF staff coordinated the state's effort with EPA's 2011 DWSRF Needs Survey. Twenty five statistically selected utilities were asked to complete a detailed survey listing current assets and provide information on SRF funded drinking water infrastructure needs for the next twenty years. This information has been compiled and will be used for DWSRF state allocations over the next four years. Maine had a 100% participation rate with the 2011 Needs Survey. Maine's 1% share of the federal Drinking Water State Revolving Funds has not changed. A report on the nationwide survey was made available to Congress in June 2013. A copy of the report titled "Drinking Water Infrastructure Needs Survey and Assessment - Fifth Report to Congress" can be found on EPA's Office of Ground Water and Drinking Water website at [http://water.epa.gov/grants\\_funding/dwsrf/index.cfm](http://water.epa.gov/grants_funding/dwsrf/index.cfm). Some highlights include:

- The document reports the total national need of \$384.2 billion in 2011 is comparable to the 2007 estimate of \$379.7 billion and the 2003 estimate of \$375.9 billion (all adjusted to 2011 dollars). All three Assessments clearly point to the nation's water systems having entered a "rehabilitation and replacement era" in which much of water utilities' existing infrastructure has reached or is approaching the end of its useful life.
- Transmission and distribution projects represent the largest category of national need at \$247.5 billion over the next 20 years (64.4 percent of the total need). This category of need increased the most since the 2007 Assessment.
- The \$1.179 billion in total estimated drinking water needs for Maine over the next 20 years means about \$59 million dollars in 2011 dollars. The DWSRF has had \$10 to \$15 million in available construction dollars in the last few years.

### **ASCE Infrastructure Report Card**

In December 2012, the Maine Section of the American Society of Civil Engineers (ASCE) published a report titled "Report Card for Maine's Infrastructure". In the report Maine's Municipal Drinking Water received a grade of C+, up from a C in 2008. The report states "while current conditions are safe, Maine has an estimated need of \$1 billion over the next 20 years... An estimated two-thirds of Maine residents are served by 151 public community drinking water systems. Approximately \$1 billion in water infrastructure projects is needed over the next 20 years. Federal and state funding for the last 10 years was approximately \$22 million [per year]. While there has been improved funding for treatment, storage, filtration and security issues, the funding gap is significant, specifically in regard to aging distribution systems."

The report further states “The maintenance and improvement of Maine's infrastructure is vital to our economy, health, safety, security and to the environment... The purpose of this report card is to raise public awareness of the importance of a modern and well-maintained infrastructure.” Our infrastructure cannot be taken for granted and requires daily maintenance and continuous planning.

A copy of the full report can be found at <http://www.maineasce.org/2012ReportCard.htm>

### **Unliquidated Obligations (ULO's)**

The Environmental Protection Agency (EPA) requires States “to make timely loan or grants using all available drinking water funds to eligible water system for necessary projects.” Furthermore, states are required to manage their fund in a sound and prudent manner by having dedicated accounting and financial staff to track commitments, calculate balances, and plan expenditures.

A measurement used by EPA to determine the progress made by States in the distribution of DWSRF funds is referred to as Un-Liquidated Obligations (ULO). The term ULO means the unexpended balance remaining from the amount of federal funds EPA obligated to an agreement under 31 USC 1501(a)(5). This is the amount the recipient of the agreement (state) has not “drawn down.” As of June 30, 2013, the DWP had disbursed 92 percent of its funds, whereas the national average for DWSRF programs was 81 percent.

## **Annual Staff Meeting and Annual Staff Merit Award**

The Drinking Water Program annual staff meeting was held on August 1, 2013. Jeff Twitchell from Air & Water Quality, Inc. provided training on the ten most common water treatment processes used for making water potable. In his presentation, he identified the types of problem(s) solved by each treatment process, how the process works, and the type of equipment necessary to accomplish the process. The staff meeting also included a team building exercise consisting of a GPS geo-cache exercise designed to get staff members familiar and comfortable with using DWP's new Garmin GPS units. The new GPS units will be used by Field Staff to collect GPS points for PWS wells and treatment facilities.

An announcement and presentation of the Annual Staff Merit Award was also made. This award, given annually by the MPDWC, recognizes an employee of the Drinking Water Program who has made a significant contribution in the past year to the goals and mission of the program. Nominations are solicited and received from the drinking water “community” in Maine, including the DWP staff, other Maine water industry associations, and public water systems.

This year, the Commission presented the award to Andrews Tolman, DWP's Hydrogeologist and Assistant Director. For the past 14 years at the DWP, Andy has remained committed to the goal of protecting Maine's drinking water. Andy will be retiring this summer, and has established a legacy of collaboration with many diverse groups, including municipal officials, federal and state agencies, land trusts, and other conservation groups. Andy has set a great example of how to collaborate and work together for safe drinking water.

# DWP Program Accomplishments and Goals

## Director's Report

### Responsibilities

- ◆ Provide program direction and leadership.
- ◆ Develop staffing and budgetary needs to meet primacy requirements.
- ◆ Provide DWP Staff with the resources to effectively perform their work.
- ◆ Set priorities for staff time and resources.
- ◆ Adopt drinking water regulations that are no less stringent than the federal regulations.
- ◆ Adopt and implement adequate procedures for the enforcement of State regulations.
- ◆ Provide technical assistance to PWS to assure compliance with the SDWA.
- ◆ Work with state and federal entities to ensure adequate funding of the DWP.
- ◆ Advocate for Safe Drinking Water.
- ◆ Ensure the state lab's ability to perform analytical measurements of all National Primary Drinking Water Regulations.
- ◆ Work with Department Leadership to maintain and, when possible, increase support for the DWP.
- ◆ Respond as needed to all proposed legislation that affects the ability of public water systems to provide safe and reliable drinking water.

### Accomplishments

- ◆ Formed the Subsurface Wastewater Team. In 2009 the Subsurface Wastewater Program was merged with the Drinking Water Program. All Subsurface Wastewater Program staff except one clerk became part of the Water Resources Team, and the Subsurface Wastewater "Unit" was formed. However, the DWP Management Team determined that because of the importance of the subsurface wastewater work the Subsurface "unit" needed to be elevated in status and be a stand-alone Team within the DWP. In November 2012, David Braley was asked to serve as the Team Leader of the Subsurface Wastewater Team.
- ◆ Applied for 2013 DWSRF grant (\$8,421,000). Award anticipated by the end of August 2013.
- ◆ Published the fourth annual DWSRF Construction Project Report.
- ◆ Received annual Public Water System Supervision Grant (\$960,000).
- ◆ Maintained a strong, committed workforce.
  - Filled five positions vacated in the past year. New employees include:
    - Glenn Angell, State Site Evaluator
    - Doris Poirier, Board Clerk
    - Jennifer Jamison, Laboratory Certification Officer
    - Darren Brann, Compliance Officer
    - Pam Bryer, Compliance Officer
  - Held an all staff meeting on May 6, 2013
- ◆ Continued to foster strong relationships with EPA, state agencies, water utilities, water associations, and non-profit agencies.
- ◆ Maintained compliance with federal primacy requirements.

- ◆ Worked with other Programs in the Division of Environmental Health to find efficiencies and provide better customer service. Continued to refine the Health Inspection Program License application process to integrate the requirements for public water systems and on-site septic systems. This has streamlined the process for applicants as well as the internal process for handling applications.

## **Goals**

- ◆ Adopt revisions to the Rules Relating to Bottled Water to reflect the terms of the Memorandum of Understanding created in 2012 with the Department of Agriculture, Food and Rural Resources.
- ◆ Continue to implement the Safe Drinking Water Act. The DWP will continue to be creative and efficient. DWP will prioritize federal requirements to ensure staff resources are spent on the highest priority work.
- ◆ Continue to work with Division of Environmental Health management team to find efficiencies through inspection and administrative staff.
- ◆ Work with contractors and other water industry partners to improve outreach and technical assistance to public water systems.
- ◆ Work with the MPDWC to support initiatives of the DWP.
- ◆ Maintain and promote good staff morale.
- ◆ Provide staff with the necessary resources and support so they can accomplish their work.
- ◆ Increase staffing resources for the Laboratory Certification Program.
- ◆ Provide excellent customer service.
- ◆ Maintain and foster strong alliances and working relationships which further DWP goals.
- ◆ Strive for Continuous Program Improvement.
- ◆ Continue to shape state and national drinking water policy.

## **Compliance and Enforcement Team**

### **Responsibilities**

- ◆ Administer and enforce all State and Federal safe drinking water rules and regulations promulgated from the Safe Drinking Water Act and Maine Water for Human Consumption Act, including the Maine Rules Relating to Drinking Water (10-144 CMR 231) and the National Primary Drinking Water Regulations (40 CFR 141, 142, and 143).
- ◆ Adopt New EPA Regulations and File the necessary Primacy Packages.
- ◆ Administer and Enforce the State of Maine Rules Relating to Bottled Water, Bulk Water, and Water Vending Machines.
- ◆ Identify any rule violations, input appropriate violation data, and notify public water systems of such violation(s) through notices of violation, notices of noncompliance, consent orders, compliance orders and notices of penalty assessments.
- ◆ Create and change monitoring schedules for public water systems.
- ◆ Train public water system owners and operators on new, existing, or upcoming rules and procedures.

- ◆ Review water quality and monitoring data from public water systems and bottled water producers and sellers, to determine contaminant levels, appropriate collection and analysis times, as well as sampling methods.
- ◆ Review submitted reports, such as monthly operating reports and consumer confidence reports.
- ◆ Issue and Remove Boil Water Orders, Boil Water Advisories and Do Not Drink Orders.
- ◆ Track water quality results for new source/system approval.
- ◆ Conduct watershed inspections and review watershed reports.
- ◆ Communicate and collaborate, internally and externally, with DWP staff and state and federal agencies and stakeholders regarding any relevant compliance and enforcement information associated with public water system issues, applications, or reviews.
- ◆ Review and approve or deny treatment installation plans affecting water quality.
- ◆ Review and approve or deny sampling plans
- ◆ Review and approve or deny synthetic organic compound waivers applications, which can save public water systems hundreds of dollars in testing costs.
- ◆ Enforcement staff draft, negotiate, revise, issue and maintain formal enforcement actions.
- ◆ Enforcement staff work directly with public water systems and other state agencies to explain and resolve formal enforcement actions related to drinking water violations, collect AFM fees, assist with posting public notification and negotiate terms for returning to compliance.
- ◆ Enforcement staff refer any recalcitrant public water systems to the Maine Attorneys General and provide testimony, background, and technical expertise for administrative and civil hearings.
- ◆ Enforcement & Rulemaking Coordinator oversees and ushers all proposed rule changes within the Division of Environmental Health through approval, advertising, public hearing, and the adoption process.
- ◆ Enforcement & Rulemaking Coordinator oversees all public requests for information and ensures compliance with Maine's Freedom of Access Act.
- ◆ Enforcement staff report to EPA the compliance status of any public water systems scored as nationally significant on the Enforcement Targeting Tool (ETT).
- ◆ Enforcement staff work to prioritize and address those systems identified as needing formal enforcement actions.

### **Accomplishments**

- ◆ Enforcement staff provided input on EPA's Enforcement Targeting Tool (ETT), designed to prioritize unaddressed public water systems with health-based violations.
- ◆ Compliance staff participated in a series of trainings to assist public water systems, boards, organizations and agencies within Maine on drinking water regulations, including, but not limited to, sampling requirements and Opening for the Season seminars for seasonal transient water systems.
- ◆ Compliance staff adeptly responded to a number of drinking water emergency calls and events, resulting from weather disasters, lack of water, acute contamination and treatment failures.

- ◆ Prepared for revision and update of the *Rules Relating to Drinking Water* (10-144 CMR 231).
- ◆ Compliance and enforcement staff provided thoughtful feedback and input on all proposed policies and procedures proposed by DWP staff and the Health Inspection Program staff. In particular, staff worked on the Drinking Water Orders Policy, the Total Coliform Recheck Sample Policy, Drinking Water Order Policy, Collection of Waiver Setback Policy, GUI Policy, Five-the-Following-Month and the HIP Application Policy.
- ◆ Trained certified labs on reporting results electronically, which will improve data reliability.
- ◆ Continued to improve the process of receiving information from public water systems, communicating that information to all appropriate staff, and storing it in an easily retrievable format, when necessary.
- ◆ Improved communication and working relationship with the Health Inspection Program, to present a clear and consistent message to public water systems that are licensed by HIP. This improvement included working on a unified application for new systems and systems changing ownership.
- ◆ Protected public health by working with HIP to withhold license renewals for public water systems in formal DWP enforcement.
- ◆ Provided refresher training for existing compliance staff on regulations and SDWIS, as well as provided training for new compliance staff.
- ◆ Acquired a 2 new compliance officers. One has experience which includes knowledge of drinking water quality analyses and specific laboratory procedures. The other formerly as an assistant college professor and more recently as a consultant.
- ◆ Improved the review process of compliance reports, which strengthened data quality for compliance.
- ◆ Identified and recorded specific Compliance and Enforcement Team tasks, why they are performed, how it relates to the DWP mission, how long each task is expected to be completed, as well as specific measures for completion of those tasks.
- ◆ Identified and recorded areas where the Compliance and Enforcement Team rely on other DWP teams to complete their tasks, along with expectations for how long each task is expected to be completed.
- ◆ Created 24 template violation letters for compliance officers to issue a consistent message to public water systems.
- ◆ Enforcement staff met its annual goal set by EPA, which required Maine to address or resolve 92 nationally significant public water systems appearing on the ETT.
- ◆ Rulemaking Coordinator facilitated the adoption of the Radiation Control Program's Tanning Rules.

## Goals

- ◆ Work with the Information Management Team to develop stronger tracking efforts in compliance follow-up, including, but not limited to, resolving monitoring violations within SDWIS when samples are reported, in a more timely fashion.
- ◆ Strategize on how to better address systems scoring high on the ETT. Work on identifying potential future high-scorers before they appear on the list, and address them earlier. Offer feedback and determine which public water systems require action first.



- ◆ Continue efforts to collaborate with other agencies and businesses to offer a more cohesive message to public water systems and avoid confusion. Specific emphasis will be placed on day care and seasonal facilities.
- ◆ Continue to work with data and administrative staff at the DWP, on issues that directly affect compliance, in order to maintain data integrity and secure the highest accuracy of Rule compliance.
- ◆ Update the Enforcement Strategy to clarify formal enforcement procedures, as well as roles and responsibilities, establish a specific penalty matrix, and set clear priorities for enforcement actions.
- ◆ Continue to update any formal rulemaking, policies or procedures relating to drinking water compliance. Currently on the agenda are reviews of several internal standard operating procedures, the Rules Relating to Bottled Water, Bulk Water, and Water Vending Machines and the Laboratory Certification Rules.
- ◆ Continue working with all certified laboratories to foster a stronger relationship between labs and the DWP.
- ◆ Keep apprised and participate in proposed and finalized changes to EPA regulations, such as Revisions to the Total Coliform Rule and the Lead/Copper Rule, Long Term Revisions, Unregulated Contaminant Monitoring Rule, the Consumer Confidence Report Rule, the Perchlorate Rule, and amendments to the Safe Drinking Water Act (regarding low-lead fixtures).
- ◆ The Rulemaking Coordinator's goal is to facilitate the adoption of the Health Inspection Program's Food Code the Drinking Water Program's Rules Relating to Bottled Water, Bulk Water and Water Vending Machines; and the Environmental & Occupational Health Program's Lead Poison Prevention Fee Rules.

## **Field Inspection Team**

### **Responsibilities:**

- ◆ Conduct sanitary surveys and field investigations.
- ◆ Oversee new system and new well approval projects for public water supply wells.
- ◆ Work with public water systems to complete the process for obtaining a general operations permit.
- ◆ Review proposed septic system variances that could impact public water supply sources
- ◆ Provide follow up inspections and field technical assistance to PWSs with violations.
- ◆ Provide on-site advice and assistance to PWSs regarding operation, maintenance, treatment, quality control, testing waivers and testing requirements.
- ◆ Investigate water quality complaints made by the public.
- ◆ Provide technical advice to PWSs in emergency situations.
- ◆ Provide waterborne disease investigation.
- ◆ Investigate requests for deregulation and authorize deregulation of water system as warranted.
- ◆ Maintain a Sanitary Survey Priority List.
- ◆ Draft, issue, and track Engineering Orders.
- ◆ Inform and interact with all other pertinent DWP teams regarding field conditions of PWSs.
- ◆ Provide field assistance on the placement and removal of all Boil Water Orders.

- ◆ Inspect the construction of PWS facilities, both DWSRF and non-DWSRF funded.
- ◆ Conduct watershed inspections.
- ◆ Evaluate operator classification for water systems.
- ◆ Ensure PWS compliance to rules pertaining to licensed operators.
- ◆ Review and provide comments on preliminary plans and engineering reports for PWSs.
- ◆ Review and approve final plans and specifications for new or modified water facilities.
- ◆ Provide engineering assistance and guidance to PWSs.
- ◆ Provide assistance and guidance on optimization of treatment processes.
- ◆ Review and approve all requests for waivers of main separation requirements and tank painting/coating.
- ◆ Review and approve all requests for waivers to the 300 foot setback requirement between a PWS well and septic leach field.
- ◆ Review and provide input on the approval of requests for waivers to the 1000 foot setback requirement between a PWS well and Underground Storage Tanks (USTs).
- ◆ Develop and maintain controlled documentation of pertinent policies and standard operating procedures, all of which is available electronically in the Electronic Field Manual.
- ◆ Conduct facility reviews and evaluate the ability of systems, both engineered and non-engineered, to provide safe and reliable drinking water to the public. Facility evaluations include sanitary surveys; new system and new well approval projects from preliminary approval through final system approval; records, data, performance reviews; and engineering inspections.
- ◆ Engineering enforcement actions are initiated and tracked as necessary.
- ◆ Conduct routine inspections of public water systems throughout fiscal year.
- ◆ Conduct additional inspections in response to violations, customer complaints, known health threats, siting and approving new public water supply wells and their water systems, or at the request of the system.
- ◆ Field Engineers oversee DWSRF projects as they proceed through the construction phase, starting with a preconstruction meeting and contract signing. During the construction phase, projects are inspected monthly in conjunction with pay requisition meetings. At the end of a project, an inspection is done to verify substantial completion and final pay requisitions.
- ◆ Review and evaluate new and emerging technologies, preliminary and final water system plans and specifications, engineering studies, engineering orders and pilot projects.
- ◆ Provide technical assistance to consulting engineers and public water systems regarding engineering issues. Inspect all facilities construction in a timely manner.

### **Accomplishments**

- ◆ The Field Inspection Team completed 94% of sanitary surveys within the 3 or 5 year planned frequency depending on the system type (Community or Non-Community), and trends show that this percentage is increasing. Individual sanitary survey goals have been given to each inspector and results are reviewed on a quarterly basis.
- ◆ Approximately 520 sanitary surveys (a 28% increase over last year) of public water systems were completed along with 1136 (a 15% increase over last year) other field

visits relating to various activities including new system or well approval projects, sample rechecks, construction inspections, boil water orders, and miscellaneous events.

- ◆ Emergency responses, investigations, water system inspections, follow up inspections for Total Coliform Rule violations and the issuance of engineering orders were performed.
- ◆ Maintained the Electronic Field Manual which includes all pertinent policies and procedures related to field inspection activities. The manual is controlled and available for downloading onto electronic equipment brought into the field.
- ◆ Participated in the development or revision of several DWP policies.
- ◆ Field Inspectors oversaw the issuance of General Operations Permits for Community and Non Community-Non Transient public water systems that are new or have substantially changed their operation after October 1<sup>st</sup>, 1999.
- ◆ During sanitary surveys, field inspectors verified that public water systems have designated operators with licenses that are commensurate with the operational class of the water system.
- ◆ During the 2012 fiscal year, four field inspectors worked as project managers to oversee DWSRF projects to ensure that projects were constructed to safe drinking water standards and to verify that funds were spent appropriately for these projects. These projects involve: new sources or source modification, new storage facilities, new treatment or treatment modifications, and major transmission and distribution main work.
- ◆ Completed the plan review process for numerous water system projects.
- ◆ Completed watershed inspections on the State's water systems that have filtration avoidance approvals.
- ◆ The DWP's computer database records were updated to include information gained as a result of sanitary surveys and other inspections.
- ◆ Technical assistance activities continued to be enhanced through the use of documented policies and procedures. These have allowed the field staff to consistently and efficiently administer SDWA rules and State of Maine Rules Relating to Drinking Water.

## Goals

- ◆ Continue to perform sanitary surveys on regulated water systems based on a three-year and five-year rotation plan, depending on water system type.
- ◆ Continue to monitor data on sanitary survey completion.
- ◆ Provide review and approval of new public water supply wells and water systems.
- ◆ Review septic setback waiver requests to ensure public health is protected.
- ◆ Review UST setback waiver requests to ensure public health is protected.
- ◆ Perform annual inspections of all surface water source systems with filtration waivers.
- ◆ Provide on-site technical assistance to small water systems.
- ◆ Provide on-site training to small water system operators.
- ◆ Complete construction inspections on all projects submitted for review.
- ◆ Respond to emergency situations including boil water orders.
- ◆ Conduct rechecks sampling for routine coliform bacteria positive samples.
- ◆ Complete plan reviews within 30 days of receipt of all necessary review information.

- ◆ Oversee the issuance of General Operations Permits.
- ◆ Oversee and review the application of the Cross Connection Rules.
- ◆ Incorporate future EPA regulations into the review process.
- ◆ Ensure compliance with DWP rules regarding requirements of final plans and specifications submission and approval prior to the initiation of construction of water facilities by PWSs.
- ◆ Complete inspection forms for all construction inspections on DWSRF funded and non-DWSRF projects.
- ◆ Continue New System Approval work on Manufactured Housing Communities.
- ◆ Review, update, and modify, as necessary, all databases.
- ◆ Continue to document Field Inspection and DWSRF Project Management related SOPs that describe the details of our work.
- ◆ Continue to use documentation control best practices with DWP policies and SOPs.
- ◆ Continue development of the DWP staff of eight field inspectors for both new system/well approval and field inspection work.
- ◆ With much help from other DWP teams, implement GPS measurement of wells and treatment facilities into routine survey activities.

## **Water Resources Team**

The Water Resources Team provides technical assistance, outreach and training for DWP staff, Public Water Systems, and the public. Areas where we focus that assistance include Water Operator and Well Driller licensing, System Capacity Development assessment and improvement, Security, Source Protection, and new regulations.

### **Responsibilities**

- ◆ Participate in Maine's Board of Licensure of Water Treatment Plant Operators. This includes administration of exams and reviewing training courses for relevancy.
- ◆ Provide DWP support to the Board of Licensure of Water Treatment Plant Operators for license renewal, tracking of required training and examination process (see annual Operator Certification Report for details).
- ◆ Organize and conduct training for PWS owners, operators, and supervisors.
- ◆ Ensure that DWP personnel receive appropriate training related to their current and anticipated duties.
- ◆ Assist Field Inspection Team in evaluating water systems classification.
- ◆ Assist Field Inspection Team in assessing water system compliance with licensed operator requirements.
- ◆ Provide guidance and direction to MRWA's circuit riders. Administer charges to DWSRF 2% Technical Assistance account.
- ◆ Perform Environmental Review for DWSRF funded projects and prepare an Environmental Assessment.
- ◆ Review DWSRF recipient systems' technical, financial and managerial procedures to address system capacity
- ◆ Inform PWS management of methods to improve capacity development.
- ◆ Utilize and monitor the Security Grant to assist the DWP and Public Water Systems in improving their security and emergency preparedness (See Security Grant reports for details).

- ◆ Disseminate *Emergency Action Plans* to assist systems in the development of plans for water system emergencies.
- ◆ Participate in the development of intrastate and interstate Water/wastewater Agency Response Networks (WARN).
- ◆ Represent the DWP on the WARN Steering Committee as an associate member.
- ◆ Utilize and monitor the ERG grant to assist in training and administration of water operators (See ERG grant reports for details).
- ◆ Manage the Sanitary Seal Well Cap Program.
- ◆ Provide technical assistance and review for public water systems that provide fluoridated water.
- ◆ Continue to implement a Source Water Assessment and Protection Program for Maine.
- ◆ Operate and maintain the DWP Geographic Information System.
- ◆ Make source water protection and security information available in appropriate forums, including the Internet.
- ◆ Provide maps depicting source water protection areas and water resource features to utilities, all affected municipalities, consultants, and others.
- ◆ Encourage and facilitate source water protection activities of public water systems.
- ◆ Market and administer the Land Acquisition Loan Program
- ◆ Administer Maine's Wellhead and Source Water Protection Grant Programs.
- ◆ Administer the Capacity Development Grant Program.
- ◆ Coordinate the DWP education and outreach program, including exhibiting at conferences, publishing a quarterly newsletter and maintaining the DWP website.
- ◆ Develop and Provide Educational Materials as requested and needed for public water systems, DWP staff, and other interested parties

### **Accomplishments**

- ◆ Assisted the MEWARN in developing promotional materials and a website.
- ◆ Achieved 98.7 percent compliance rate for the 732 PWS required to be operated by a licensed operator. This is a shared task between Field Inspection Team and Operator Certification program.
- ◆ Operator training credit tracking process in-place.
- ◆ Developed Operator competence report for Water Operator Board review of operators and related compliance with DWP requirements
- ◆ Continued to provide opportunity for operator preparatory and continuing education training classes through the Capacity Development Training Reimbursement Fund.
- ◆ Instituted computer based water operator exams in Portland and Holden.
- ◆ Conducted 10 capacity reviews for DWSRF loan applicants.
- ◆ Reimbursed 15 systems for projects through Capacity Development Grants; 21 projects are ongoing.
- ◆ Provided technical support for the general operations permitting process and operator compliance to the Field Inspection Team.
- ◆ Completed 8 environmental reviews in SFY 2013.
- ◆ Worked with the Maine Conservation Corps to hire staff to geo-locate wells, conduct source water assessments of public water supplies brought on line since the completion of the assessments in 2003, and to work with those systems to develop source protection plans.

- ◆ Worked closely with the MECDC Oral Health Program to enhance water operator understanding of water fluoridation and increase monitoring and compliance with fluoridation rules.
- ◆ Created Best Management Practices for Water Fluoridation as a guide for Maine fluoridating systems.
- ◆ Increased communication with county emergency management agencies to help identify public water system strengths and weaknesses in developing and maintaining water system emergency preparedness plans.
- ◆ Updated Emergency action Plans for small and large water systems and Maine DWP Emergency Preparedness Handbook .
- ◆ Approved \$60,200 in Wellhead Protection Grants
- ◆ Approved \$20,000 in Source Water Protection Grants
- ◆ Distributed the *Service Connection* newsletter quarterly to more than 4,000 readers
- ◆ Continued the process of transitioning the DWP's quarterly newsletter, the *Service Connection*, to an electronic transmission to enable improved and upgraded design capabilities and save resources.
- ◆ Maintained DWP website to highlight rule changes, emergency information and resources for public water systems
- ◆ Provided regular monthly oversight and direction to MRWA Water Quality Specialists (WQS) funded by the DWSRF technical assistance set-aside. With closer targeting and oversight, the WQS conducted 870 site visits. The site visits help water systems with violations, operator licensing, trouble-shooting, installing, and operating treatment systems.
- ◆ Worked with public water suppliers, Maine Rural Water Association, Maine Water Utilities Association, The Wells National Estuarine Research Reserve, Maine NEMO, as well as other state agencies to facilitate the implementation of the recommendations resulting from the source water assessments. WRT also worked with the DACF Land Use Planning Team to provide source protection education and information to municipal officials.
- ◆ Served on several Association of State Drinking Water Administrators (ASDWA) committees that work with other states, EPA, and professional organizations to develop guidance, build comments and perform studies for small system operations, security initiatives, water resource vulnerabilities and revisions to the Total Coliform Rule.
- ◆ Staff represents EPA Region I on the Groundwater Protection Council's National Board.
- ◆ Continued working with the Salmon Falls Watershed Collaborative, an interstate group working to protect drinking water and other water resources along the Maine-New Hampshire border. The Collaborative was awarded a 2012 US Water Prize for its work in bringing together disparate groups to protect drinking water.
- ◆ Negotiated a memorandum of understanding with the Maine Department of Agriculture to simplify the regulation of bottled water facilities, and initiated rulemaking to implement the new procedures.
- ◆ Continued to participate in the Kennebec Woodland Partnership to assist in development and maintenance of the forest economy to protect drinking water quality. Received grants to construct a portable forestry bridge for the Kennebec Water District's stewardship of forest lands.

- ◆ Developed, organized, and published the Annual DWSRF Project report to highlight the importance and value of the DWSRF to public water systems in Maine
- ◆ Reimbursed 15 water systems for the installation of a sanitary seal well caps.
- ◆ Developed outreach strategy and campaign around DWP's core message and the four principals that make up the core message. Developed and delivered outreach materials based on the core message to public water systems.
- ◆ Worked with DHHS Staff Education and Training Unit to provide facilitated training to Program on DWP mission, further defining team goals, products, and services, teamwork within the DWP, and customer service.
- ◆ Distributed a Business Owners Handbook for transient public water systems.
- ◆ Helped organize and participated in the Southern Maine Water Resources Network planning process, initiated by The Nature Conservancy, to bring together groups working in Piscataqua-Salmon Falls, Saco, and Casco Bay watersheds to facilitate information exchange, catalyze innovation, and coordinate action.
- ◆ Worked with the Dexter Utilities District to assist them in resolving a proposed development immediately adjacent to their intake. Engaged other state agencies, MWUA, MRWA in providing coordinated assistance.
- ◆ Developed over a dozen fact sheets to improve communication with systems and public.

## Goals

- ◆ Continue to maintain DWP data in the DEP's Google Earth/Google Maps application, providing downloadable GIS data to suppliers, municipalities, and the general public with appropriate security screening.
- ◆ Continue to implement the Trust for Public Land recommendations for improving the fabric of water supply protection in Maine.
- ◆ Develop additional alliances with land conservation groups and regional planners to encourage good land use planning leading to more effective source protection.
- ◆ Continue and expand education and outreach efforts to assist both water suppliers and municipalities in making good land use decisions in source water protection areas.
- ◆ Provide support and coordination with DEP, Land Use Planning Commission, and other state agencies to assure that source water protection issues are considered in their permitting processes.
- ◆ Emphasize the need for active management plans in wellhead protection areas in source approval, waiver review, and consultation with systems.
- ◆ Continue to use the Capacity Development Strategy Implementation Plan.
- ◆ Continue to streamline the environmental review process while maintaining a high level of integrity.
- ◆ Support the Board of Licensure of Water System Operators in their actions to maintain the professionalism of the water operator license.
- ◆ Assist training organizations in the development and approval of relevant training for water system personnel.
- ◆ Develop outreach programs with DWP staff to increase operator knowledge concerning regulatory requirements.
- ◆ Provide DWP staff members with training pertinent to their job performance and relationship to water system operations.

- ◆ Involve the Water Operator Board to make improvements to clarify operator responsibility in system compliance matters.
- ◆ Continue to aid community and non-transient, non-community systems in retaining appropriately licensed operators.
- ◆ Ensure systems requiring licensed operators have satisfactory coverage.
- ◆ Continue oversight of MRWA Circuit Rider program.
- ◆ Continue to improve and streamline the Grant administration process.
- ◆ Continue conducting DWSRF capacity reviews for capital projects.
- ◆ Continue conducting capacity reviews of those systems identified as particularly needing TFM capacity development improvements.
- ◆ Continue to provide capacity development grant money to assist systems in maintaining or improving TFM capacity.
- ◆ Work cooperatively with the PWS and the DWP compliance section to bring non-compliant systems into compliance.
- ◆ Enhance the capacity review documentation to address differences in system types and needs.
- ◆ Continue to balance the improvement of the human environment through safe and adequate water systems with the protection of natural, historical and cultural features.
- ◆ Finalize a procedure to address historical Significant Non-compliers through capacity development.
- ◆ Provide technical assistance in the form of operator training and directed workgroups.
- ◆ Work with the Board of Licensure of Water System Operators and water system professional organizations to improve success for water operator examinations.
- ◆ Support industry efforts to address water operator workforce sustainability.
- ◆ Continue to collaborate with professional organizations and State agencies that concentrate on post-secondary job training and workforce development.
- ◆ Continue a presence on MWUA, NEWWA, JETCC, and other professional organization committees to enhance training opportunities and capacity development awareness.
- ◆ Continue working with PWSs to improve their emergency preparedness through interactive exercises.
- ◆ Participate in the development of the Maine WARN and an Interstate WARN.
- ◆ Raise awareness of emergency response procedures to all PWS.
- ◆ Continue system outreach to assist systems in developing Emergency Action Plans, partner with the Department of Education to disseminate information to schools for inclusion in their all hazard plans.
- ◆ Continue to implement the electronic publication of DWP's quarterly newsletter, the *Service Connection*.
- ◆ Continue using the tracking system to track education and outreach message delivery and materials development and expand its use to entire DWP.
- ◆ Implement a pilot program to test integrated outreach for small community systems, combining source protection, capacity, and emergency preparedness into one implementable package.
- ◆ Continue to develop, organize, publish, and improve the Annual DWSRF Project report to highlight the importance and value of the DWSRF to public water systems in Maine



- ◆ Evaluate, re-organize, and make improvements to the DWP website to make the site more user-friendly, easier to navigate, and more comprehensive to include up-to-date information on rules, policies, news, technical assistance, education, training, resources, and procedures of the DWP.
- ◆ Continue to provide funding to water systems for the installation of sanitary seal well caps.
- ◆ Continue to develop, refine, and deliver outreach materials and messages related to DWP's core message to public water systems

## **Subsurface Wastewater Disposal Team**

The Subsurface Wastewater Disposal Team oversees the statewide administration and enforcement of the rules for designing and installing subsurface wastewater disposal systems, licenses the Site Evaluators that design disposal systems, and provides training and oversight of municipal LPI's. The Team is also responsible for the daily operations of the Maine Well Drillers Commission.

### **Responsibilities**

- ◆ Manage and administer the Water Well Drillers and Pump Installers Commission.
- ◆ Update and maintain the Well Drillers and Pump Installers Rules to provide protection of groundwater, protect public health and ensure customers receive a properly constructed water or geothermal well.
- ◆ Investigate complaints of improper construction or location of water and/or geothermal wells.
- ◆ Update and maintain the Subsurface Wastewater Rules to provide protection for public health and groundwater quality.
- ◆ Investigate complaints of improper waste disposal system designs.
- ◆ Investigate complaints of improper conduct of licensed site evaluators.
- ◆ Investigate complaints of malfunctioning waste disposal systems.
- ◆ Participate with DEP and DMR to identify malfunctioning waste disposal systems that may be contributing to shellfish closures and oversee corrective action to facilitate the reopening of closed shellfish areas.
- ◆ Oversee the appropriate administration of the Subsurface Wastewater Disposal rules by local municipalities.
- ◆ Manage the licensure of Site Evaluators.
- ◆ Coordinate and conduct training for Local Plumbing Inspectors, Code Enforcement Officers, and Licensed Site Evaluators with the State Planning Office.
- ◆ Provide support for and review of municipal programs for internal and external plumbing permits.
- ◆ Provide technical assistance, training, and interpretation of rules for municipalities.
- ◆ Provide technical assistance and plan reviews for the Health Inspection Program.
- ◆ Provide technical assistance to private well owners, including understanding the results of their water quality analysis and available treatment options.

### **Accomplishments**

- ◆ Continued to work with the Well Drillers Commission to regulate drinking water and geothermal well installations, pump installations and well/pump repairs.
- ◆ Participated in the monthly meetings of the Well Drillers Commission.

- ◆ Provided clerical staffing for the monthly meetings of the Well Drillers Commission.
- ◆ Completed the implementation of new software (SWOCS) for managing licensing data and annual license renewals.
- ◆ Completed annual license renewals for both well drillers and Site Evaluators.
- ◆ Processed consumer complaints, unlicensed practice investigations, and examinations of new well drillers for the Well Drillers Commission.
- ◆ Worked closely with the DWP on the installation of proposed public water supply wells.
- ◆ Processed complaints regarding waste disposal system designs and malfunctions.
- ◆ Participated on the Maine Association of Site Evaluators (MASE) board of directors.
- ◆ Worked with MASE to hold the annual field exam for site evaluators.
- ◆ Administered written exams for Site Evaluators and well drillers.
- ◆ Worked with HIP to improve data accessibility and document retention procedures.

## **Goals**

- ◆ Provide staff and logistical assistance to the Well Drillers and Pump Installers Commission, administering the examination, licensing, complaint, and discipline process.
- ◆ Continue to administer the Well Drillers and Pump Installers Rules and the Subsurface Wastewater Disposal Rules.
- ◆ Continue to work with MASE and the Maine Groundwater Association (MGWA) on rule improvement and development.
- ◆ Continue to ensure that malfunctioning waste disposal systems are replaced or repaired as required.
- ◆ Continue to cooperate with DEP and DMR to remove malfunctioning waste disposal systems from shellfish closure areas.
- ◆ Continue to work with LPI's to improve local administration and enforcement of the Subsurface Wastewater Disposal Rules.
- ◆ Continue to work with HIP to ensure licensed establishments have appropriate waste disposal systems.
- ◆ Continue to provide training required for recertification/licensure of LPI's and Site Evaluators.
- ◆ Continue to provide technical assistance to private well owners.

## **Information Management Team**

### **Responsibilities**

- ◆ Manage data flow into the DWP, both electronically and by hard copy - this includes incoming and outgoing mail, sample data, MOR data, GIS data, AFM payments, etc.
- ◆ Manage and maintain Document Imaging system.
- ◆ Create and maintain database and GIS applications to support all functions of the DWP.
- ◆ Run Compliance Reports for the Compliance Team and provide first level of research on violations.
- ◆ Manage financial aspects of the DWP.
- ◆ Manage QA/QC processes of all DWP data.

- ◆ Manage New Source Approval / New Well Approval processes, including tracking and coordination between DWP personnel and other State agencies.
- ◆ Provide quarterly data to EPA.
- ◆ Run queries and provide data to EPA contractors, Maine CDC, other State agencies and for FOIA requests.
- ◆ Create maps as requested by PWSs and towns.
- ◆ Provide technical support and training to DWP staff for SDWIS, GPS units, and other technology.

### **Accomplishments**

- ◆ Continued Implementation of Document Imaging/Management system (Kofax /Orbit) to replace paper files, with 100% of Transients and 60% of NTNCs system folders completed.
- ◆ Assisted staff in becoming familiar with SDWIS Web application. Maintaining production database on the enterprise server.
- ◆ Provided cross training to IMT staff for better coverage of all IMT duties.
- ◆ Expanded on existing training and guidance documents to staff (mostly FIT/CET) for SDWIS Web use.
- ◆ Worked closely with the Health Inspection Program and Department of Agriculture, Conservation and Forestry to identify PWSs that are under their regulation.
- ◆ Maintained quarterly EPA reporting.
- ◆ Worked with the State Health and Environmental Testing Lab (HETL) staff to refine PWS sample kit shipping and sample data transfer processes.
- ◆ Provided private and utility labs with files and guidance documents to assist them in implementing electronic sample data transfer. We are now receiving nearly all bacteria samples electronically, and are working with labs toward electronic submittal of chemical samples.
- ◆ In conjunction with IMT, began efforts to update and enhance the Drinking Water Program website.
- ◆ Refined an MS Access application and provided to small private and utility labs that gives them the ability to enter sample data automatically and create a properly formatted electronic sample data file to provide to the DWP.
- ◆ Continued running Compliance Reports as support to Compliance Staff. As part of this process, IMT staff also does preliminary data investigation on the Compliance Reports.
- ◆ Continued a temporary contract position within the Information Management Team to increase the support provided to the Compliance and Enforcement Team.  
Because we cannot create any new State positions, we have created a new contract position called an "Assistant Information Analyst."
- ◆ Continued to increase QA /QC of DWP data in all applications, including SDWIS. QA /QC of Legal Entities data has led to a significant decrease in returned mail on mass mailings.
- ◆ Provided training and support to FIT and CET groups in a variety of areas, including use of SDWIS.
- ◆ Provided weekly updates for all DWSRF projects
- ◆ Modified the Memorandum of Agreement with the Maine Municipal Bond Bank increasing the allocation to the DWP from the DWSRF set-aside from 70% to 90%.
- ◆ Provided all Community Systems with data for their Consumer Confidence Reports.

## Goals

- ◆ Maintain or increase the same level of service to the program, recognizing changes in staff and added responsibilities. Identify creative and more efficient ways to manage/QC/enter data to reduce overall staff time. Use contract labor as necessary to manage workload.
- ◆ Prepare for next SDWIS upgrade in Fall 2013 to implement the GWR changes and SDWIS updates. Provide training to staff in added SDWIS functionality for the GWR.
- ◆ Continue working with HETL to reduce the amount of rejected samples from electronic sample data transfer.
- ◆ Complete imaging the backlog (old) files in the file room with a goal of getting all NTNC system files into the Orbit Imaging Viewer by December 31, 2013.
- ◆ Make improvements to all DWP supporting applications (including the Shipping File process, HETL sample data import, AFM, Field Data, SRF, etc.).
- ◆ Continue cross training of IMT staff for better coverage of all functions.
- ◆ Create and maintain SOP documents for all IMT functions.
- ◆ Continue assistance to private labs for electronic sample data transfer, with a goal of 100% of labs submitting chemical samples electronically by January 2014.
- ◆ Maintain/increase QA/QC of all DWP data, including lab samples (units of measure, correct sample points), Inventory data, and Legal Entity data.
- ◆ Put in place a process for maintaining routine GIS updates.
- ◆ Improve timeliness of Federal Violations Reporting.
- ◆ Continue to provide support and training to DWP staff, including training for SDWIS Web 3.2 GWR functionality.
- ◆ Priority rank all New Source Approvals / New Well Approvals.
- ◆ Work with EPA and their SDWIS contractor, through conference calls and webinars, to provide input for SDWIS NextGen functionality.

## Laboratory Certification and Capability

### Responsibilities

- ◆ Issues laboratory certificates that clearly reflect the analytical capabilities of participating laboratories.
- ◆ Provides technical assistance that result in improved quality and defensibility of analytical data generated by laboratories for use in the DWP.
- ◆ Develops, reviews, and revises State rules and regulations for laboratory certification to clearly reflect consistency with the *“Manual of Certification of Laboratories Analyzing Drinking Water”* and recognized national standards on laboratory quality management systems.
- ◆ Evaluates laboratory PT results to determine compliance with rule requirements.
- ◆ Maintains the electronic files which contain applications, certificates, audit reports, PT results and correspondence for all laboratories.
- ◆ Participates actively in the development of a national laboratory standard.

## **Accomplishments**

- ◆ Provided training and technical support to laboratories and the DWP on laboratory issues.
- ◆ Processed applications for certification and generated initial, renewal and replacement certificates for regulated laboratories.
- ◆ Tracked laboratory results of PT samples and removed certification for specific analytes when PT results demonstrated two consecutive failures.
- ◆ Maintained the computer database of certified laboratories, including a web posting of a certified laboratories list on the DWP web site.
- ◆ Maintained the central files which contain applications, certificates, audit reports and correspondence for all laboratories.
- ◆ Provided individual training sessions for labs seeking new laboratory certification.
- ◆ Created checklists to aid in onsite review of regulated laboratories.
- ◆ Maintained Standard Operating Procedures for Laboratory Certification.

## **Goals**

- ◆ To continue all ongoing operational details as mentioned above.
- ◆ To write the new rule to be submitted for approval in 2013.
- ◆ To update database for better integration of information and to provide better automation of the system.

## Appendix A

# Maine Drinking Water Program Alternative Funding Mechanism Five Year Budget Projection

Position / Expense Category	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Estimate	Estimate	Estimate	Estimate
	SFY2005	SFY2006	SFY2007	SFY2008	SFY2009	SFY2010	SFY2011	SFY2012	SFY2013	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018
Office Asst II - Dan T (50%)										15,037	15,187	15,795	15,795	15,795
Envir. Specialist III - Pam (50%)										23,554	23,790	24,742	24,742	24,742
Envir. Specialist III - Greg (50%)										24,506	24,751	24,751	24,751	24,751
Office Spec I - Carla (50%)										19,918	20,117	20,117	20,117	20,117
Envir. Specialist III - Kate (50%)										24,494	24,738	24,738	24,738	24,738
Envir. Specialist III - Dawn (50%)										24,506	24,751	24,751	24,751	24,751
Envir. Specialist III - Haig (50%)										24,506	24,751	24,751	24,751	24,751
Envir. Specialist III - Jason (50%)										24,506	24,751	24,751	24,751	24,751
Envir. Specialist IV - Robin (50%)										24,930	25,180	26,187	26,187	26,187
Asst Envir. Engineer - Larry (50%)										28,519	28,804	28,804	28,804	28,804
Total Salaries	157,846	184,015	180,062	203,693	223,255	214,972	191,051	219,822	222,153	234,476	236,820	239,387	239,387	239,387
Fringe Benefits	86,644	106,748	102,741	125,876	137,112	122,176	152,031	110,521	112,644	114,897	117,195	119,539	121,930	124,368
Travel	2,374	16,420	3,465	2,997	4,451	3,426	5,190	4,351	5,839	5,127	5,106	5,357	5,197	5,220
Training	702	1,200	692	-	-	-	-	-	-	-	-	-	-	-
Office Equipment/Computers	19,319	6,044		-	-	-	-	-	34,369	35,057	35,758	36,473	37,202	37,946
Office Space (Rent, Utilities, MIS)	21,235	12,591	39,129	19,822	31,932	27,127	28,435	32,372	3,915	2,252	2,828	2,998	2,693	2,840
Supplies	4,911	3,498	1,047	2,022	158	992	523	2,318	3,915	2,252	2,828	2,998	2,693	2,840
Information Technology	-	40	12,935	22,186	30,285	12,322	14,542	12,621	24,987	25,487	25,997	26,517	27,047	27,588
Contracts				17,906	3,947	85	2,612	71	2,670					
Indirect Cost	2,306	2,350	3,282	2,636	36,595	55,329	59,975	39,912	51,888	52,407	52,931	53,460	53,995	54,535
Total Expenses	295,338	332,907	343,352	397,139	467,735	436,429	454,359	421,989	458,466	469,702	476,635	483,731	487,450	491,884
Other Sources														
AFM Fees Billed/Collected	302,820	289,694	306,236	389,513	419,242	409,468	481,429	487,575	454,125	458,458	458,458	458,458	458,458	458,458
Total Revenues	302,820	289,694	306,236	432,661	419,242	409,468	480,718	614,014	454,125	458,458	458,458	458,458	458,458	458,458
Annual Surplus / (Deficit)	177,635	159,951	116,737	79,622	113,628	65,135	38,173	64,533	256,558	252,216	240,972	222,795	197,522	168,530
AFM Carryover	7,483	(43,213)	(37,116)	35,522	(48,493)	(26,962)	26,359	192,025	(4,341)	(11,244)	(18,177)	(25,273)	(28,992)	(33,426)
AFM Carryover	185,118	116,737	79,622	113,628	65,135	38,173	64,533	256,558	252,216	240,972	222,795	197,522	168,530	135,104
AFM Fee History														
Per Capita Rate	0.30	0.30	0.30	0.40	0.40	0.40	0.45	0.45	0.45	0.45	0.45	0.45	0.45	0.45
Minimum Fee	35.00	35.00	35.00	45.00	45.00	45.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Maximum Fee	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000
Minimum Population	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Bottled Water Fee	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)	(see below)
Estimated Revenue by Type														
Community			184,087	242,648	244,148	244,148	303,382	303,382	303,382	304,179	304,179	304,179	304,179	304,179
Non-Transient, Non-community			25,667	32,833	33,172	33,172	35,772	35,772	35,772	34,670	34,670	34,670	34,670	34,670
Transient, Non-community			71,043	91,158	91,869	91,869	98,725	98,725	98,725	98,984	98,984	98,984	98,984	98,984
Bottled Water					46,765	46,765	52,560	52,560	21,377	20,625	20,625	20,625	20,625	20,625
Small (up to 250,000 gallons)			750	1,040	1,100	1,100	1,100	1,100	1,100	900	900	900	900	900
Medium (250,000 to 20 million)			1,050	2,400	2,350	2,350	2,350	2,350	2,350	2,025	2,025	2,025	2,025	2,025
Large (over 20 million gallons)			6,000	7,800	15,665	15,665	17,597	17,597	17,597	17,400	17,400	17,400	17,400	17,400
Out-of-State			20,200	27,320	27,320	27,320	31,183	31,183	-	-	-	-	-	-
Water vendors (Min. \$50 Max. \$150)			510	420	330	330	330	330	330	300	300	300	300	300
Total Estimated Revenue (AFM Fees Billed)		309,631	309,307	405,599	415,954	415,954	490,439	490,439	459,256	458,458	458,458	458,458	458,458	458,458